

# TRACK AND MONITOR YOUR ORDERS THROUGHOUT THE ENTIRE WORLD

Neeco ProTrack online tracking, monitoring and asset management tool is the fastest way to find out the status of your orders. Available 24x7x365, you can easily monitor real-time status and track the overall progress of every order, including hardware provisioning, on-site services, maintenance, subscription services, staging and much more. With Neeco ProTrack tracking tools, you can enjoy the latest information about the progress of your service through flexible alerts, including email and sms notifications. Neeco ProTrack also features our advanced multi-point ProTrack Ticket System which allows users to keep the chain of communication unbroken. The portal is provided free of charge to all Neeco clients.

# Neeco ProTrack Data Sheet

TRANSFORMING THE GLOBAL ICT SERVICES EXPERIENCE



## NEECO PROTRACK LIVE! YOUR ON-LINE NEECO BUDDY

As a part of Neeco ProTrack solution, clients have access to Neeco ProTrack Live!, a generic on-line interface between Neeco and our client. Neeco ProTrack Live! provides immediate access to a team of Neeco coordinators through our instant messaging application, who in turn provide accurate information about:

- the current status of any order,
- pricing information,
- technical and sales enquiries,
- service orders, and
- trouble ticket raising

In addition, the coordinators can convert particular conversations into a ticket within Neeco's ProTrack Ticket System. In this way, the communication thread is kept open, and appropriate action can be taken at a later time.

## NEECO PROTRACK CURRENTLY INCLUDES FOLLOWING APPLICATIONS:

**Data Store module** - provides the ability to download required files.

**Project Control Log module** - allows you to easily view the overall and current status of a particular project, including hardware provisioning status, staging and on-site activities, as well as the status of maintenance for a particular site. Flexible alerts are available through email or sms to provide notifications to relevant personnel about status changes.

**Hardware Provisioning module** - provides accurate, real-time information about the status of hardware orders, including estimated delivery times. The delivery completion certificate and invoice can be viewed and downloaded via this module. Flexible alerts are available through email or sms to provide notifications to relevant personnel about any status changes.

**Field Engineering Services module** - provides accurate, real-time information about the status of on-site services, including names and contact details of engineers participating in interventions, site details and other important information regarding a particular order. The intervention site visit report and invoice can be viewed and downloaded via this module. Flexible alerts are available.

**Staging module** - provides accurate, real-time information about the status of staging services, including current the status and result of staging activities. The staging report can be viewed and downloaded via this module. Flexible alerts are available in this module.

**Subscription Services module** - provides accurate, real-time information about the status of services subscribed to by the client, including maintenance and rental or leasing services. Information available includes the subscription period start date and expiry date, types of services ordered and additional relevant information. Flexible alerts are available.

**Ticket System module** - tracks the detection, reporting, and resolution of important activities, including the status of hardware replacement services.

**ProTrack Live!** - instant messaging application through which client have immediate access to Neeco's HelpDesk. This tool provides very fast request-based information, from information on pricing to the status of any order.



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